

AMENDMENTS TO THE SPECIFICATION

Please amend the paragraph starting on page 3, line 23 as follows:

The common metrics manager uses feedback responses it receives from a customer to generate a set of common metrics for use with a product lifecycle. The customer feedback response may be received from various feedback sources, such as a customer survey that corresponds to a previous product version, a help line report, or a field report. The common metrics manager analyzes each feedback response, and determines a weighted priority for each feedback response. A weighted priority is determined based upon the impact that the particular feedback response has on a business goal, such as customer satisfaction. For example, if a feedback response greatly ~~effects~~ affects customer satisfaction, such as the customer's product not functioning properly, the particular feedback response receives a high weighted priority. The feedback response's weighted priority is added to a corresponding common metric's weighted priority count which tracks the weighted priority of feedback responses for that particular common metric.

Please amend the paragraph starting on page 4, line 27 as follows:

Once the phase goals for each phase are determined, a product is developed using the phase goals, and the product is released to a customer. In turn, a customer sends a feedback response corresponding to the released product to the common metrics manager. The common metrics manager utilizes the feedback response in order to ~~in which the common metrics manager uses to~~ refine and/or develop new common metrics to use with a subsequent product lifecycle.